Tips for Advanced Document Searching in the Customer Knowledge Center

Product: Cross Product

Tips

The content of the CKC is indexed by Google (and other search engines), so you can use these, too, to search for Ex Libris resources.

If using external search engines, you can limit the search to the CKC by using syntax such as the following:

```
site:knowledge.exlibrisgroup.com your_search_here
```

• Starting your search from the CKC home page:
  ◦ First, select the relevant product, using the drop-down menu left to the search box. Once having the results set, note the breadcrumb path at the upper left corner of the page.
  ◦ You can now either extend the results set by clicking on "All results" in the breadcrumb, or -
  ◦ Filtering the results to get only specific type of resources (Training sessions, Product Documentation, Knowledge Articles and more).

• Searching under one of the products
  ◦ You can use the search under any section of any product. That will retrieve pages from that section and below.
  ◦ You can use the breadcrumb path at the upper left corner of the page, to extend and have more results, or, use the filters to narrow the search.

• CKC search operators and syntax
  ◦ The default operator is: OR
  ◦ Other available operators (all in uppercase): AND, OR, and NOT
  ◦ For exact phrase search, use double quotation marks: “patron barcode”
  ◦ Phrases in quotation marks can be searched in combination with single words: encryption AND “patron barcode”
  ◦ Multiple phrases in quotation marks can be searched with AND operator between them: "remote storage" AND "purchase order"
  ◦ Asterisk can be used as a wildcard. Search for seg* to search for “segment” along with "segmentate", etc.
  ◦ When searching with multiple term, you can boost a specific term in the search, to give it higher priority in the search. Use the caret sign (^) for that: load^10 balancer
Additional Information

• Introduction to the Knowledge Center

• Knowledge Center Questions and Answers

• How to contact Ex Libris for assistance or to discuss technical matters?

• Supported browsers for the Ex Libris Knowledge Center

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